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**INFORMATION DISCLOSURE
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Application Number	09/769,526
Filing Date	January 25, 2000
First Named Inventor	Freeland G. YOUNG, III et al.
Art Unit	3626
Examiner Name	Alexander G. Kalinowski

Sheet	1	of	1	Attorney Docket Number	52493.000133
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U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
AK	1.	US- 5195170	03-16-1993	Eberhardt	
	2.	US- 5615121	03-25-1997	Babayev et al.	
	3.	US- 5737728	04-07-1998	Sisley et al.	
	4.	US- 5943652	08-24-1999	Sisley et al.	
	5.	US- 5963911	10-05-1999	Walker et al.	
	6.	US- 6134530	10-17-2000	Bunting et al.	
	7.	US- 6324568	11-27-2001	Diec	
	8.	US- 6356880	03-12-2002	Goossens et al.	
	9.	US- 20030005299	01-02-2003	Xia et al.	
	10.	US- 20030204421	10-30-2003	Houle et al.	
AK	11.	US- 6662164	12-09-2003	Koppelman et al.	

NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
AK	12.	AKIBIA, CRM: Case Studies, Consulting: Clients, < http://www.polaris1.com/ecrm/casestudies/citibank/default.asp >, printed 3/26/02, 2 pages		
AK	13.	SIEBELFANS.COM, What is Siebel?, < http://www.siebelfans.com/More_on_siebel.htm >, printed 3/26/02, 3 pages		
AK	14.	SIEBEL.COM, "Implementing Best practices," http://www.siebel.com/call-center/workflow-automation.shtm , printed 2/24/05, 2 pages		

EXAMINER SIGNATURE



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